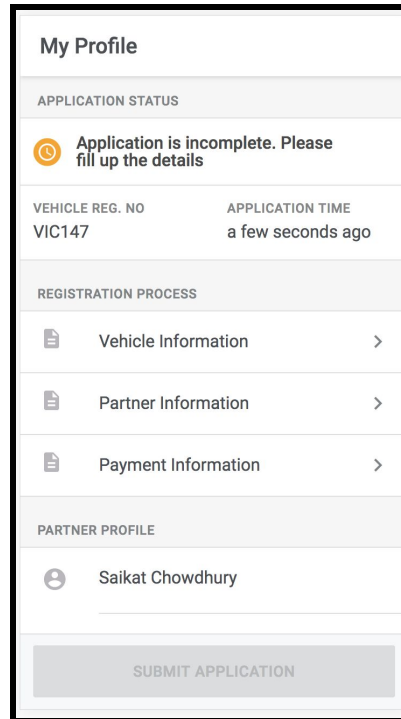**Driver App**

Drivers can receive and accept bookings using the Ola driver app. Before getting access to the app, drivers have to complete the onboarding process. They can sign up on our website for drivers *<drive.olacabs.com>* by providing the necessary information and uploading proofs for verification.


Drivers will receive a link to download the Ola driver app after they've been thoroughly verified. Ola will follow the stringent eligibility criteria in line with TfL's regulations to onboard a private hire driver and private hire vehicle.

Once verified, drivers can then download and install the Ola driver app on their smartphones.

Logging in

Drivers can log into their app using their registered mobile number. A One Time Password (OTP) will be sent to this mobile number. Drivers can enter this 4-digit code to complete verification and log in.
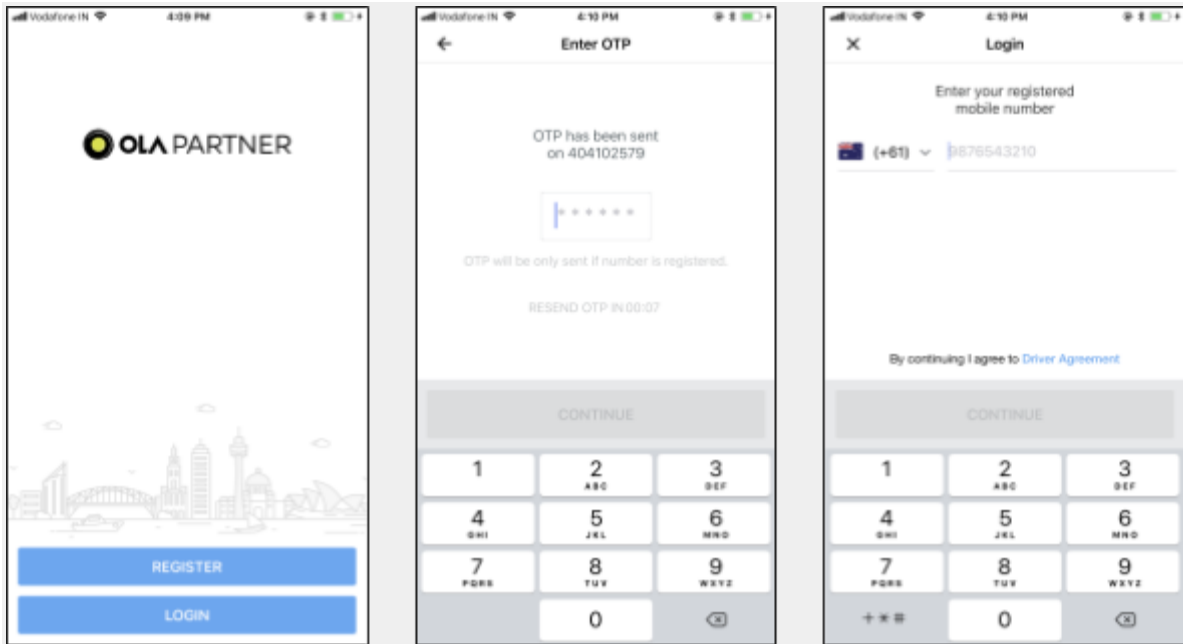
Accepting a booking

To start receiving bookings, drivers must choose the ONLINE option. Going online means the app is ready to receive booking requests. They can go OFFLINE when they do not want to receive any booking requests.Drivers can also use the "Go To" feature to receive bookings towards their preferred location.
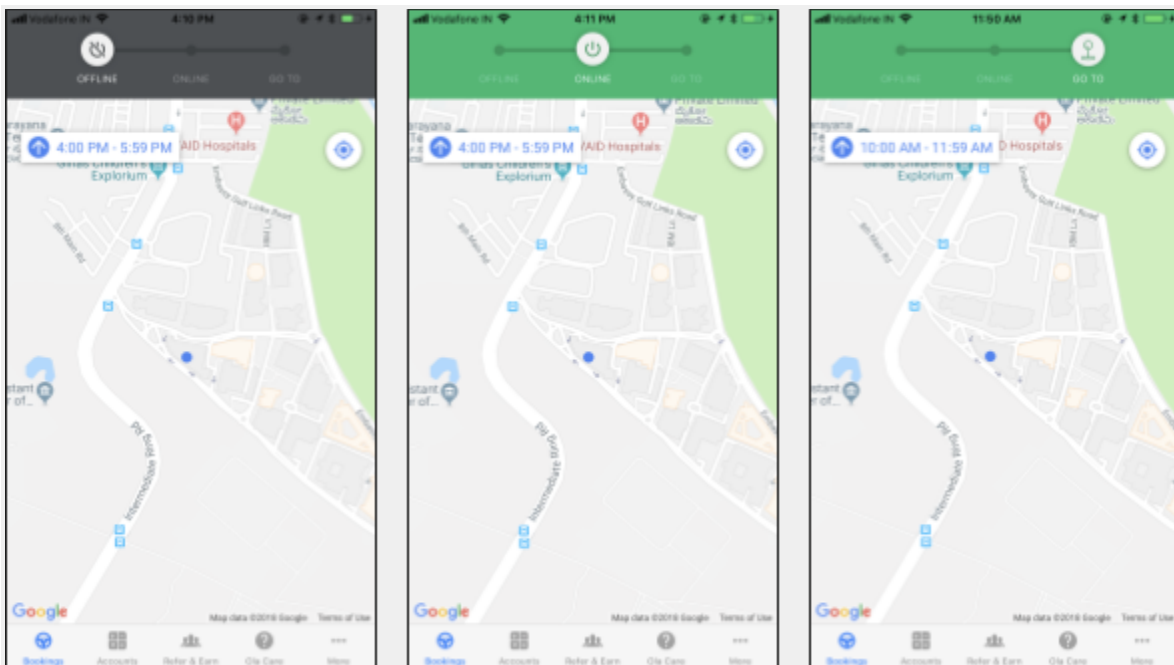
Receiving a booking request

Drivers will receive booking requests as Ola uses multiple allocation strategies depending on the location and supply situation:
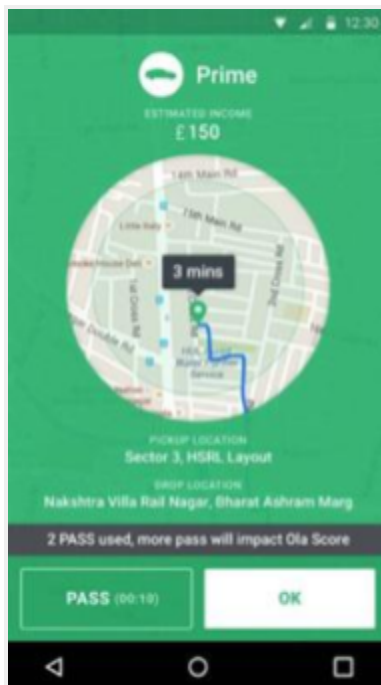
Hard allotment
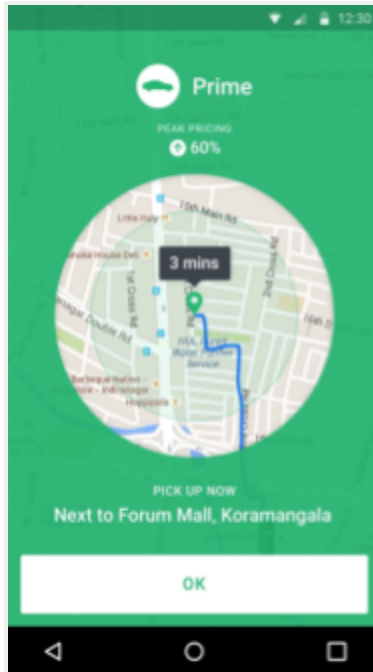
Hard Allotment

Drivers are allotted the booking without a choice to pass on the request. They can choose to cancel the booking instead. However, when drivers cancel without a valid reason, they can face a penalty.

Deferred allotment

Deferred Allotment

Drivers receive a booking request but are given a few seconds of time to pass on the request if they want. Their details are not shared with passengers until they accept the request. If they pass on the request, it will be sent to another driver. If they neither pass nor accept the booking, it's automatically allotted to them after 10 seconds.
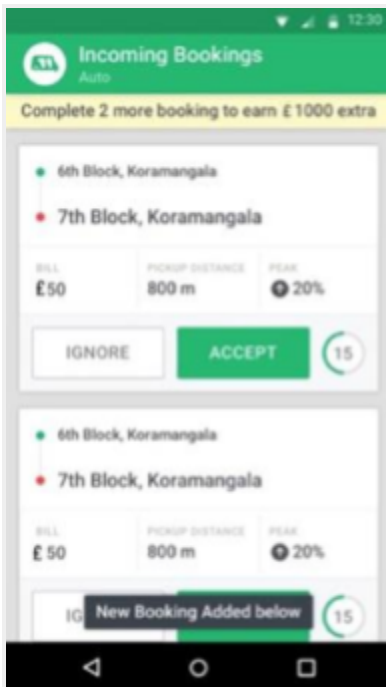
Unicast allotment
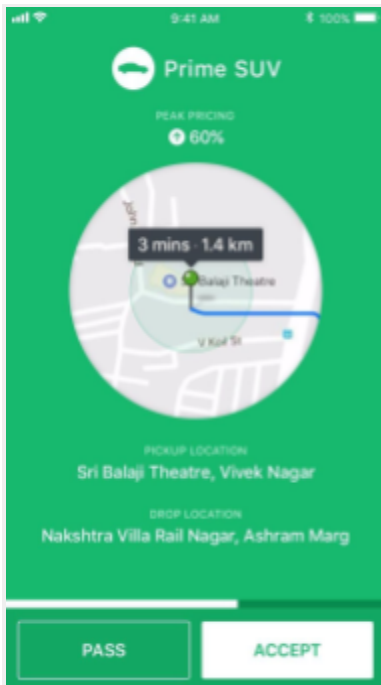
Unicast Allotment

Drivers are allotted a booking that they can accept or pass on within a few seconds. If they choose to pass it or not take any action, the booking is passed on to another driver.

Broadcast allotment

Broadcast Allotment

Drivers receive multiple booking requests at the same time. They can choose which one to accept and ignore the others. They will need to accept within a set amount of time, usually a few seconds. Bookings that are not accepted are passed on to other drivers.

Ola drivers are encouraged to accept every booking they receive. If drivers pass on bookings more often, it can affect their Ola Score. Drivers with a low Ola Score might lose out on earning opportunities or be taken off duty.

3

When drivers receive a booking, they see the below details before accepting:

- The category of the ride being booked
- Peak pricing - if applicable in the region
- Pickup location pointed out on a map
- Estimated time to reach the pickup location
- Drop location of the passenger
- Option to accept or pass on the booking

Drop location of the passenger might not be shared depending on the allotment strategy applied.

Peak pricing is when fares increase by a percentage to encourage more drivers to serve a particular location where demand is high. You can find more details about peak pricing in further sections of the PHV/101 form, especially in B2 (h).

Serving the booking

When drivers accept a booking, they will see an option to navigate to the pickup location. Using this option they can follow the directions on Google Maps or Waze. If needed, they can also call the passenger (through a masked phone number) and seek more details about the pickup. They can let passengers know if there's a delay or if they're having trouble reaching the location.
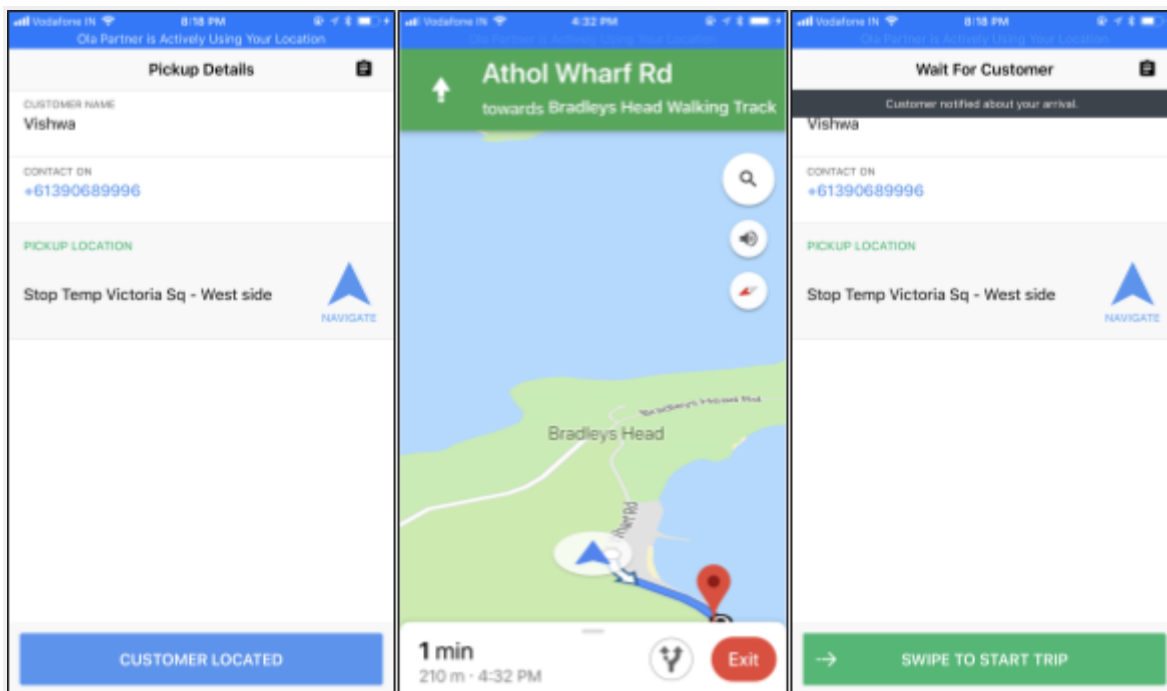

Once they reach the pickup location, they press the CUSTOMER LOCATED button that alerts the passenger of their arrival. This alert is sent as a push notification to passengers.

Drivers are also given the first name of the passenger. When passengers board the ride, they can confirm the name of the passenger before beginning the trip. Drivers then need to swipe the START TRIP button to begin the trip. Once again, they can seek the help of navigation to reach the drop location.
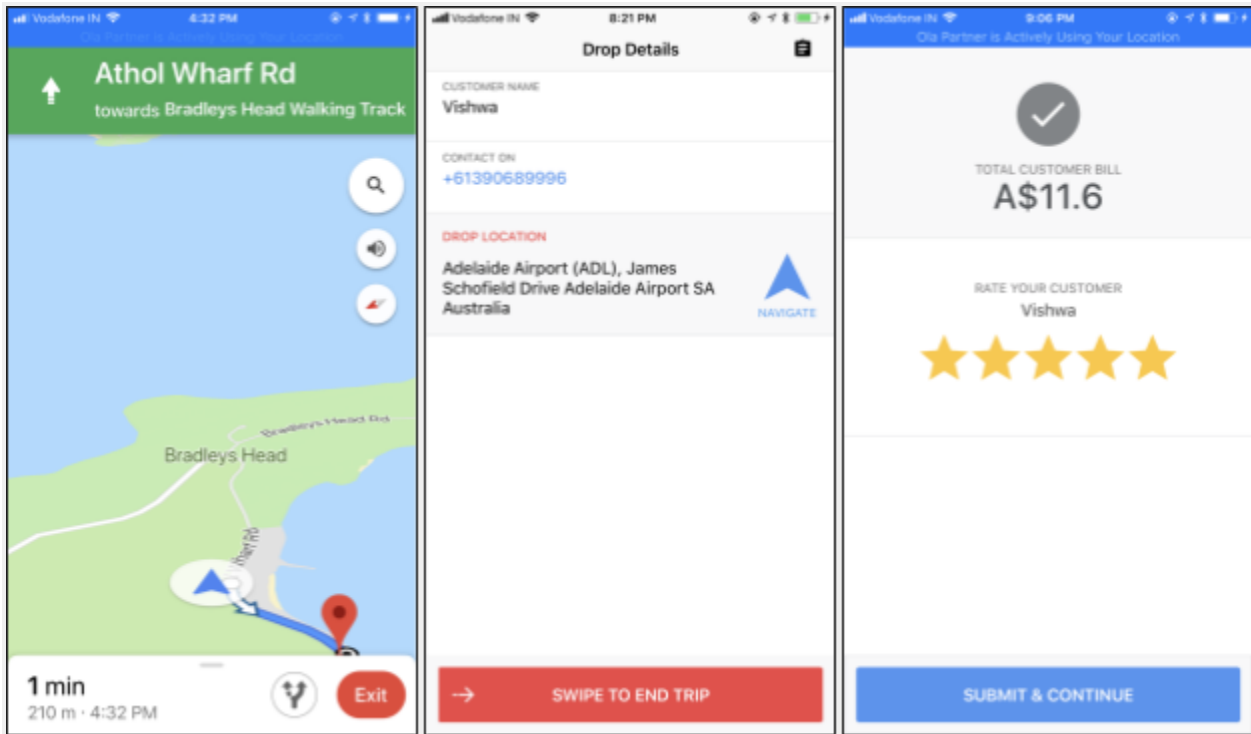
Once they reach the drop location, drivers need to swipe the END TRIP button to complete the ride. They will then be asked to rate their experience with the passengers. This helps us improve the experience of both the drivers and passengers.

They can always check their updating earnings right on their app.
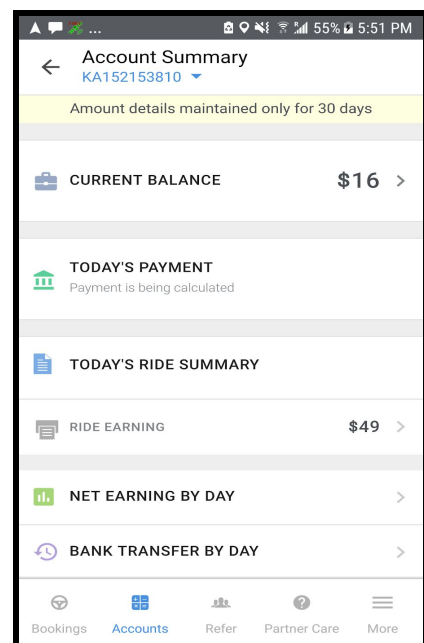
Backend Systems

The integrated backend systems communicate with the customer and driver app. They also facilitate the automated process of managing a booking from request to billing. Here are the systems that part of the backend:

Customer Gateway - Helps the customer app communicate with the backend systems. It enables the customer app to send and receive information from the backend.

Driver Gateway - Helps the driver app communicate with the backend systems. It enables the driver app to send and receive information from the backend.

Booking Orchestrator - This system orchestrates the whole booking process. It coordinates with various backend components to process a booking request.

Booking System - Maintains the life cycle of a booking. It constantly updates the status of a booking whenever it changes (E.g. Requested, Allocated, Cancelled, In progress, Stocked out, etc.)

Dispatch/Allocation System - This system takes all the decisions related to sending a booking request to the appropriate driver. It takes into account factors like proximity, availability, category requested, etc.

Persistent Storage - All the data processed by the backend systems resides here. It constantly communicates with the booking system to keep the information up to date. All the backend systems including persistent storage reside in secured servers provided by Amazon Web Services.

Customer Billing and Payment System - This system calculates the bill amount of a ride and charges it to the passenger's card.

Driver Payment Processor - This system calculates the payments to be made to the driver based on the agreement between the driver and Ola.

Driver Accounting System - This system schedules the final payments for drivers.

More details about how these systems work together to enable the booking experience are provided in the answers for B2 - b, c, d and e.

Process Of Booking Acceptance

The entire process between a passenger sending a request to a driver accepting it is entirely automated.

The request is first sent to the backend systems through the **Customer Gateway**. It is then sent through the **Booking Orchestrator** to the **Booking System** where it is registered as a new request. The **Dispatch/Allocation System** then decides who to send the request to. The system looks for drivers based on various programmed parameters:

- Whether to hold the request or process it immediately
- Allocation radius for searching drivers
- Ranking parameters that are used to match a customer to a driver
- Whether to directly allocate a booking to a driver or send the driver (or multiple drivers) a request to accept

Based on this, the system then passes on the request to a driver or a set of drivers. The requests are sent to the driver apps via the **Driver Gateway**. Whichever driver accepts the request first is given the details to pick up the passenger. The passenger then receives the driver and vehicle details accordingly.

Certain drivers may also be allocated the booking without a choice to pass it on. They may cancel the booking later on. In this case, the system will once again look for other drivers to take up the request.

If a driver rejects a request, it is passed on to other drivers until it is accepted. If the request is not accepted by any driver or if the system cannot find a driver, the passenger is asked to try again or try another ride.